

# PETITION FOR EXPEDITED DECLARATORY RULING

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WT DOCKET NO. 08-7

OCTOBER 9, 2015

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# What is **twilio**?

**twilio** powers business communications, making it easy to integrate voice, VoIP and text messaging into business processes and workflows



# OVERVIEW

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- Background
- Need for direct Commission action
- Requested action is compelled by Commission precedent
- Immediate action is warranted

# BACKGROUND

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- Twilio takes a revolutionary approach to the provision of telecommunications

“We take care of the messy telecom hardware and expose a globally available cloud API that developers can interact with to build intelligent and complex communications systems. As your app's usage scales up or down, Twilio automatically scales with you. You only pay for what you use - no contracts, no shenanigans.”

# BACKGROUND

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- Twilio provides its voice and messaging APIs globally
- Over 820,000 developers have built applications on Twilio
- Companies like Twilio are revolutionizing the way people communicate across the world
  - Uber; AirBnB; OpenTable
  - OTP/Authentication; Internet of Things

# BACKGROUND

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- Twilio works constructively with the industry
  - On-going CTIA engagement
  - On-going participation in FCC proceedings
- Twilio is part of the industry
- We are here after exhausting years of other efforts

# COMMISSION ACTION NEEDED

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- Messaging is a well-established part of the Public Switched Telephone Network (“PSTN”)
- Consumers and businesses expect their messages to be carried without disruption, just like any other call
- The legacy, carrier-controlled system has become disruptive to the ubiquity and seamlessness of the PSTN

# COMMISSION ACTION NEEDED

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- Blocking is prevalent
- NANPA numbering conventions ignored
- Conventional routing instructions ignored
- Interconnection rejected
- Traffic exchange rates are arbitrary



# COMMISSION ACTION NEEDED

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- Messaging is the only form of telecommunications where the Commission has permitted these disruptions to persist
- As a result
  - Innovation is stifled
  - Consumers and businesses are harmed
  - The evolution of the PSTN is artificially constrained

# COMMISSION PRECEDENT

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- It is uncontroversial that
  - Messages are “calls” under the TCPA, Title II
  - Messages are telecommunications services
  - Messages are CMRS
- Accordingly, numbering, non-blocking, interconnection, and reasonable rate provisions must apply

# COMMISSION PRECEDENT

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- Precedent supports an immediate interim ruling reaffirming the prohibition against call blocking
- The WCB has issued at least two such declarations ***on its on motion*** in Dockets 01-92 and 07-135 (27 FCC Rcd. 1351 (2012) and 22 FCC Rcd. 11629 (2007))
  - Traffic should flow unfettered while the Commission works to address the issues in this docket
  - Consumer protections apply to all calls



**twilio**